Casualty Notification Officer (CNO) and Casualty Assistance Officer (CAO) Training Process: For eligible Soldiers to receive training to become a CNO or CAO

Point of Contact
Division: Soldier Family Support and Services Division (ARNG-HRF)

Description
Soldiers designated for CNO and CAO training are required to undergo two days of resident training conducted by their servicing Casualty Assistance Center (CAC) or a certified trainer within the State. Refresher training is required annually and can be taken through the online refresher method located on the Casualty and Mortuary Affairs Operations Center (CMAOC) Website. Soldiers are selected for training and subsequent placement on the State Duty Roster by the State Casualty Operations Manager or designated personnel. AR 600-8-1 (Army Casualty Program) states that all Soldiers should meet the following qualifications: active duty status, mature with six or more years of service, grade of CPT or higher, grade of CW2 or higher, and NCO's in the grade of SFC or higher. Successful course completion will result in certification and Soldier being placed on State CNO/CAO Duty Roster.

Regulations and Supporting Resources
AR 220-45, Duty Roster

AR 600-8-1, Army Casualty Program

Army Casualty Notification and Assistance Guide

CMAOC Interactive Casualty Training

DoDI 1300.18, Department of Defense (DoD) Personnel Casualty Matters, Policies, and Procedures

Documents and Forms

CMAOC Training: Casualty Assistance Officer (CAO)

CMAOC Training: Casualty Notification Officer (CNO)

DA Form 6, Duty Roster

Training CNO and CAO Completion Certificate

Related Processes
Input New Casualty Mission into CMM Database Process
To track mission output and participants within a State using the Casualty Mission Management (CMM) database

Request for Orders (RFO) and Line of Accounting (LOA) Authorization Process
Soldiers must receive orders from their State in order to perform a new casualty mission, in addition, traditional M-Day Soldiers must receive approved LOA from NGB

Systems
Casualty Mission Management (CMM)
CMM tracks Family and next of kin (NOK) notifications of casualties and/or injuries, and where needed, notification of courts martial. It also helps track the participants (e.g. Chaplain, Casualty Notification Officer (CNO), etc.) of each of the missions. This tracking helps to provide better reporting abilities as well as aide the coordinators in identifying participants located near the affected NOK. An additional capability of the application is tracking the training certification dates of each of the notification officers in order to remind the managers of any upcoming certification expirations.

Reserve Component Management System (RCMS)
RCMS was developed by ARNG to both share information electronically between members of the ARNG Personnel Resources Community and other ARNG agencies and to provide information for the 54 States and Territories. This information resides on the MINUTEMAN2 Server in the ARNG domain, concurrently serving as a web and database

server. Data tables are updated on a monthly basis in concert with the ARNG monthly updates. Applications requiring user input are updated in real-time.

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